



TELECOMMUNICATIONS DIVISION

**AGENCY TELECOMMUNICATIONS REPRESENTATIVE**

***BULLETIN 02-08***

April 18, 2002

**SUBJECT: SERVICE LEVEL AGREEMENT (SLA) REBATE CODES**

**ACTION:**

- Distribute copies of this bulletin to all Agency Telecommunications Representatives (ATRs) or their equivalent, and to Accounts Payable staff that review and pay telephone invoices.

**BENEFITS:**

- Ability to recognize SLA rebate codes for billing credits that are indicated on the Pacific Bell and WorldCOM legacy and State Integrated Billing System (SIBS) invoices.

**KEY POINTS:**

- The following rebate codes for credits are designated by alpha abbreviations noting the type of incident, followed by month and year of occurrence. Catastrophic Failures will also include the day of occurrence.

• Catastrophic Failure	CFSLA 1/01/01
• Frame Delay	FDSLA 1/01
• Frame Loss	FLSLA 1/01
• Repeated Report	RRSLA 1/01
• Service Order	SOSLA 1/01
• Trouble Ticket	TTSLA 1/01

**BACKGROUND:**

Starting with the July 2001 legacy billing cycle, rebate codes were added indicating the reason and timeframe for credits. The codes were developed to assist agencies in identifying the differences between trouble ticket(s), missed due dates for provisioning, or performance failures for rebate credits.

Each SLA rebate code has credit criteria in accordance with the CALNET Master Contract, CNT-001. For more information on SLAs and their associated rights and remedies please refer to the website at <http://www.calnetinfo.com> (click on Products, Services and Pricing; and then on Service Level Agreements).

Refer to ATR Bulletin 2001-04 for additional information on the implementation of SIBS. ATR Bulletins can be found on the DGS website at <http://www.td.dgs.ca.gov> (click on Publications, then Office of Network Services, Publications; and scroll down to the ATR Bulletins).

For questions concerning this bulletin, please call the Resource Communications Center at (916) 657-9900.

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### What's New:

#### RFI for RFP DGS-2034, Master Services Agreement for Telecommunications Consulting Re-Bid

Department of General Services, Telecommunications Consulting Services Contract Re-Bid RFI Document. [Adobe PDF® 4.0 & up](#)

If your firm is interested in receiving a copy of this RFP, please complete the included form and return it by **May 28, 2002**

#### Agency Telecommunications Representative Form Documents

- Agency Telecommunications Representative (ATR) Designation Form [Instructions MsWord97®](#) / [Adobe PDF® 4.0 & up](#)
- Agency Telecommunications Representative (ATR) Designation [Form MsWord97®](#) / [Adobe PDF® 4.0 & up](#)

#### Automated Enterprise Support & Oversight Product RFI Documents

The Department of General Services, Telecommunications Division, Office of Public Safety Radio Services is issuing a Request For Information (RFI) regarding an Automated Enterprise Support & Oversight Product (AESOP). AESOP will replace various software applications and provide technology that will support the business activities of the Office headquarters and satellite locations.

[AESOP RFI Documents Download.](#) October 6, 2000

Vendors who have notified us that they intend to respond to the RFI have posed some additional questions.

[Questions and Answers Document Download.](#) November 7, 2000

#### CIIN Contract Information:

State of California, Department of General Services PACBELL/MCIWORLD.COM Telecommunications CALNET Contract information. Important information regarding amendments and new service offerings at [www.calnetinfo.com](http://www.calnetinfo.com)

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Find out about the California 9-1-1 Program, Office of Public Safety Radio Services, and Office of Telephone and Network Services.

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Here you will find a calendar of events that Telecom has posted throughout the year.

### [Telecom Links](#)

Telecommunications Industry related web site links.

### [Training](#)

Find out information about the Office of Telephone and Network Services, telecommunications related training. With links to contracted vendor training courses. Training designed specifically for Agency Telecommunications professionals.

### [Strategic Plan](#)

The Office of Public Safety Radio Services Strategic Planning homepage. This section contains executive summary information document downloads. Included are the January 1997 Strategic Plan - A Strategic Plan for California Public Safety Radio Communications and the April 1999 Cost Benefit Analysis summary documents.

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In this section you will find general information regarding the Division of Telecommunications.

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Find state employee names, city, email and telephone numbers.

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